

THERAPEUTIC COMMUNICATION

These therapeutic communication techniques can be used with all patients to support them and provide information in a way that is easily received.

Active Listening:

Really hearing what the patient is saying...
Demonstrate active listening by rephrasing, summarizing, or paraphrasing what the patient is saying, or by asking for clarification.

"What I hear you saying is..."
"It sounds like you're frustrated about..."
"...is that what you meant to say?"

Exploring:

Asking open-ended questions can help the patients to explore how they feel and explore more about their experience.

"Tell me more about..."
"How did you feel when..."

Offering General Leads:

These encourage the patient to continue talking more about their concerns without feeling the need to allow you to chime in.

"Yes..."
"Go on..."
"I see..."

Giving Recognition:

Giving recognition is about acknowledging the patient's efforts or accomplishments, without overtly complimenting.

"I saw you walking in the hallway!"
"I noticed you took all your meds today!"

Using Silence:

Sometimes, it's most beneficial to say nothing at all. It can give the patient a chance to process and have space to discuss difficult topics.